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# EMPLOYEE HANDBOOK

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419 SIXTH STREET  
JUNEAU, AK 99801  
907-463-6100

# Employee Handbook

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## **Welcome to Catholic Community Service,**

I wish to welcome you to the Catholic Community Service team of dedicated employees who strive to live out our Mission of service throughout Southeast Alaska.

Catholic Community Service (CCS) is about caring and community. We believe every person is valuable and deserves to live with dignity. Every service CCS provides (meals and transportation for elders, child care assistance and advocacy for families, home health care and hospice for those who are ill or at the end of their life) are intended to help people be healthy, independent, and become a vital part of their community. Our focus is on ensuring that CCS, as a non-profit social service and health care agency, is part of a network of community services extending across all of Southeast Alaska.

In our continual pursuit of excellence, it was truly important that we pursue and obtain accreditation through the Council on Accreditation. This achievement is a testament to the commitment and hard work of all CCS program and administrative staff in refining, improving, and adopting social service delivery best practices. We believe that each employee contributes directly to the growth and success of Catholic Community Service.

This handbook was developed to describe some of the expectations of our employees and to outline the policies, procedures, programs, and benefits available to eligible employees. Employees should familiarize themselves with the contents of the Employee Handbook as soon as possible, for it will answer many questions about your employment with CCS. We hope that your experience here will be challenging, enjoyable, and rewarding.

Thank you for joining us!

Erin Walker-Tolles  
Executive Director

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## **INTRODUCTORY STATEMENT**

This handbook is designed to acquaint you with Catholic Community Service (CCS), to provide you information about working conditions and employee benefits, and to highlight some of the policies and procedures affecting your employment. All employees must read, understand, and comply with all provisions of this handbook. It describes many of your responsibilities as an employee and outlines the programs developed by CCS to benefit you.

Employees are also required to read, understand, and comply with all CCS Policies and Procedures. These are available through supervisors, the Human Resource Department, and on the CCS shared drive (G:).

If a provision of this handbook conflicts with a collective bargaining agreement to which an employee is subject, the terms of the collective bargaining agreement will apply.

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## **AGENCY MISSION**

**Strengthening and supporting the most vulnerable families and individuals in Southeast Alaska with dignity, care, and compassion.**

Many people ask if CCS provides services only to members of the Catholic faith. We provide services regardless of faith and/or beliefs.

While some of our employees are Catholic, many are not. We do not require that employees be Catholic, but all are asked to respect and support the mission of the agency. This comes easily for us; it is our mission to serve anyone regardless of affiliation. While we are a Catholic agency, we welcome and respect the dignity of all.

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## **EMPLOYMENT**

### **NATURE OF EMPLOYMENT**

Employment with CCS is voluntary and employees are free to resign at will at any time, with or without cause. Similarly, CCS may terminate an employment relationship at will at any time, with or without cause.

Policies in this handbook are not intended to create a contract, nor are they to be construed to constitute contractual obligations of any kind or a contract of employment between CCS and any of its employees. The provisions of the handbook have been developed at the discretion of management and, except for its policy of employment at will, CCS reserves the exclusive right to revise, supplement, or rescind any policy or portion of the handbook, with or without notice to the employees.

### **BACKGROUND CHECKS**

CCS requires all prospective employees to complete a pre-employment Application for Background Check. No prospective employee will be hired without a Provisional Background Check from the State of Alaska Background Check Unit (BCU). The results of background checks and investigations are confidential.

CCS programs are governed by local, state and/or federal requirements for employment. The agency complies with decisions regarding barrier crimes as defined by the State of Alaska BCU.

### **IMMIGRATION LAW COMPLIANCE**

All new employees must provide acceptable identification and complete and sign a federal I-9 form by the third day of employment. The I-9 form is for the purpose of verifying the eligibility of the employee to work in the United States.

### **HIRING OF RELATIVES**

CCS will consider for employment a qualified member of an employee's immediate family (see CCS Nepotism Policy for detailed list of family members). However, an applicant generally will not be hired if the employment would create either a direct or indirect supervisor/subordinate relationship with a family member, or create an actual or perceived conflict of interest. Human Resources may consider exceptions upon request, with the approval of the Executive Director.

### **JOB DESCRIPTIONS**

CCS provides a job description at the time of hire and when the employee changes and/or adds positions. Each employee must sign a current job description, which may be revised at any time to reflect changes and/or additions to duties and responsibilities.

### **ORIENTATION**

Human Resources staff will provide general agency orientation to Juneau-based employees monthly or as needed; new employees will be scheduled for orientation when hired. Employees outside Juneau will receive orientation materials upon hire. The immediate supervisor or designee will be responsible for providing a program orientation



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for new and transferred or promoted staff members. The employee's immediate supervisor will delineate job duties and responsibilities in accordance with the position(s) assigned to the employee, introduce the employee to staff members, and review all program-specific policies and procedures with the employee. CCS may train employees as appropriate throughout their employment.

## PERSONNEL DEVELOPMENT AND TRAINING

CCS supports personnel training to allow employees to maintain and improve job-related skills. On-the-job training is provided by the supervisor or designee regularly. CCS will pay costs associated with attendance-required training. Optional training may be approved if it contributes to the purpose and objectives of the agency. Employees may be reimbursed for tuition costs for courses that contribute to career development and performance in the agency. Such optional training is provided at the supervisor's discretion, contingent upon staffing requirements and the availability of funds.

## EMPLOYMENT CATEGORIES/DEFINITIONS

**Introductory:** An Introductory employee is in the first six months of employment with CCS, or in a position new to the employee.

**Full-Time:** A Full-Time employee is any employee regularly scheduled to work 37.5 hours or more per week.

**Part-Time:** A Part-Time employee is any employee regularly scheduled to work less than 37.5 hours per week.

**Regular:** A Regular employee is a Full-Time or Part-Time employee, either exempt or hourly (not otherwise classified as Substitute, On-Call, Temporary, or Contract).

**Substitute:** A Substitute employee works an irregular, as-needed schedule. Substitute employees are generally called in to work for employees on leave or when a program is experiencing an increased workload.

**On-Call:** On-Call employees (primarily nursing staff) are called in to perform specific services as needed. Hospice and Home Care nursing staff may also be required to provide on-call coverage after regular business hours.

**Temporary:** A Temporary employee is scheduled to work any number of hours in a week on a project or other short-term appointment. Temporary employees are not eligible for benefits, except holiday pay and, in some cases, 403(B) participation.

**Hourly Employee:** An Hourly, or non-exempt, employee is paid by the hour. Hourly employees are eligible for overtime pay for hours worked over 8 per day or over 40 per week, in accordance with State of Alaska wage and hour laws.

**Exempt Employee:** An Exempt employee is classified by Federal Labor Standards Act (FLSA) and Alaska wage and hour laws as Executive, Administrative, Professional or other applicable exemption, and is paid a salary rather than an hourly wage. An Exempt employee is not eligible for overtime pay.

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**Contract Employee:** A Contract employee is hired pursuant to the terms of a written agreement that sets out conditions of employment, duration of the agreement, and the remuneration. All Contract employees must be approved by the Executive Director or designee before the effective date of the contract.

**Benefit Eligible:** Any employee (other than a Temporary employee) who works a 30 or more-hour weekly schedule is eligible for benefits.

## MINORS

Employees under age 18 must complete a State of Alaska Work Permit through Human Resources, to be approved by the State of Alaska before employment.

## VOLUNTEERING

Employees are welcome to volunteer for CCS fundraising events or other one-time or annual events as well as other community events, providing the volunteering does not interfere with their regular position. Employees may not volunteer time for their regular positions (e.g., a driver may not drive a regular shift and then return to volunteer additional time) or for any other work for CCS that is normally paid. Contact your supervisor and Human Resources before volunteering your services at CCS to determine eligibility and remuneration status.

## OUTSIDE EMPLOYMENT

An employee may pursue outside employment that does not interfere with the employee's CCS work schedule or duties or create a conflict of interest or incompatibility with CCS employment. Contact your supervisor and Human Resources for approval before taking outside employment.

## TUBERCULOSIS SCREENING

All CCS employees receive education regarding tuberculosis relevant to their occupational group, and will be screened for TB as available. TB screening will be administered and interpreted annually in accordance with current guidelines. Employees will be informed about the interpretation of positive and negative TB screening results, all of which will be recorded confidentially.

## HEPATITIS B VACCINATIONS

CCS will educate employees about exposure to blood-borne pathogens.

CCS will provide hepatitis B vaccinations free of charge to all employees upon request. Additionally, CCS will ensure medical care and follow-up for any employee who may have been exposed on the job.

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## EMPLOYEE STANDARDS

### ATTENDANCE AND PUNCTUALITY

Attendance and punctuality are important in creating harmonious working relationships among supervisors, employees and co-workers, and in serving CCS's mission. Repeated tardiness and absenteeism will be addressed by the employee's immediate supervisor.

An employee who contemplates an absence or change in schedule must discuss the possible change or absence with, and obtain approval from, the supervisor in advance. Employees should ask for schedule accommodation or time off as soon as they become aware of the need. The supervisor has discretion to deny any such request.

An employee who is unable to begin work at the scheduled time is to contact his/her supervisor or designee as soon as possible, but no later than 1 hour before the scheduled start time. An employee who is unable to reach the supervisor by phone or text message must leave a timely voice mail message with the supervisor or designee.

### PERSONAL APPEARANCE AND HYGIENE

CCS employees are expected to dress appropriately for their positions.

All employees are expected to observe basic principles of personal hygiene (e.g., clean clothing, skin and hair). Clothes should be neat and in good taste at all times. Clothing items with inappropriate advertising (e.g., alcohol, tobacco, guns) or statements that are sexually suggestive, offensive or inflammatory may not be worn.

CCS permits fragrances, but cautions employees to be conscientious about the scented products they use (grooming products, air fresheners, cleaning supplies, etc.). The scent of some products may be irritating or allergenic to colleagues or clients. An employee may be asked to discontinue the use of a product that irritates others.

There may be differences of opinion as to the appropriateness of dress, grooming, and hygiene; when in doubt, ask your supervisor, who will make the final determination.

### SOLICITATION

Employees may not solicit or distribute literature concerning outside events and interests during working time (working time does not include lunch periods, work breaks, or any other period when employees are not on duty). No such solicitation or distribution may interrupt other employees' work.

Employees may bring in goods and services of nonprofits to sell to colleagues on their own behalf or on behalf of family members (e.g., Girl Scout cookies, Camp Fire candy, popcorn, crafts, etc.). Employees may leave information in a common area where other employees may see, but are not pressured, harassed, or teased into purchasing said goods and services.

Employees may not use CCS property or resources (e.g., copiers, email, etc.) for personal solicitation purposes.

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Solicitation for CCS-sponsored events is permissible during work hours.

## EMPLOYEE SUPERVISION AND APPRAISALS

### INTRODUCTORY PERIOD

New employees and employees who have changed positions will spend six months in introductory status, beginning on the first day of employment or position change.

### SUPERVISION

1. Supervisors are responsible for ensuring that staff members perform their jobs effectively and for providing opportunities for professional development.
2. Supervisors conduct performance appraisals at the end of the introductory period, at the employee's one-year anniversary, and annually thereafter.
3. Supervisors are responsible for scheduling and documenting regular supervision with each individual supervisee.
4. Supervisors are responsible for holding regular staff meetings to ensure effective communication between agency administration and program/support staff.

### PERFORMANCE APPRAISALS

**Introductory Period Appraisal:** A supervisor will prepare a written performance appraisal at the end of the introductory period and will meet with the employee to discuss the appraisal. The employee will receive a copy of the written appraisal, and a copy will be placed in the employee's personnel file.

**Annual Performance Appraisal:** A supervisor will conduct an annual performance appraisal for each employee under supervision, and will meet with the employee to discuss the appraisal. The employee will receive a copy of the written appraisal, and a copy will be placed in the employee's personnel file.

## COMPENSATION/TIMEKEEPING/PAYROLL

### DESIGNATED WORK WEEK

The basic CCS work week is 37.5 hours. The work week begins at 12:01 a.m. Sunday and ends at 12:00 midnight Saturday. Employees may be required to work more than 8 hours in a day or 40 hours in a week.

### TIMEKEEPING

Timesheets are to be signed by each employee and his or her supervisor, and turned in to the Payroll Technician at the end of each pay period. Employees are responsible for recording hours worked and personal leave taken on the timesheet, which must be signed

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by the employee except when an employee is unable or unavailable to sign. Time sheets may be signed and sent by facsimile or as an email attachment. If an employee is unavailable to sign a timesheet, that employee will sign it upon return to work.

## PAY DAYS

CCS pays employees every other Friday and mails paychecks/paystubs to employees. Employees who work at the CCS main office will receive their paychecks/paystubs in-house. Direct deposit is available and encouraged; employees should contact Human Resources to authorize direct deposit.

## OVERTIME

Non-exempt employees are eligible for overtime pay. Overtime must, in all cases, be pre-approved by the immediate supervisor or designee. Overtime pay is computed as time and one-half for all hours worked in excess of 8 straight time hours per day and/or 40 straight time hours per week, unless an employee is scheduled on a State of Alaska-approved flexible work plan.

Personal leave, paid holidays, and other non-working time do not count toward overtime.

## COMPENSATION

Hourly employees are paid for all hours worked. Hours may not be “banked” or taken as compensatory time (comp time) on another day or time. (For example, if an hourly employee works 10 hours on a particular day, the employee must be paid for 8 hours of straight time and 2 hours’ overtime at a pay rate of time and one-half. The employee cannot be paid for his or her normally scheduled hours with hours taken off at a later date to compensate for the extra hours worked.)

Travel time can be compensated as straight time or overtime, Refer to the CCS Non-Exempt Travel Policy for further information.

## GARNISHMENT, TAX LEVIES AND CHILD SUPPORT

A garnishment is a legal action by a creditor requiring the agency to withhold an amount from an employee's earnings. The agency is required to forward the requested amount to the creditor each payday until notification to cease withholding funds is received.

A tax levy is an action brought by a governmental tax agency to satisfy an employee's tax debt. CCS must forward the requested amount to the tax agency each payday until notification to cease withholding funds is received.

When a child support order is received, CCS must withhold the requested amount each payday until notification to cease withholding funds is received.

When a garnishment, tax levy, or child support order is served on the agency, the employee will be contacted by HR or payroll.

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## TRAINING TIME

Time spent in any training required for a non-exempt employee's job will be compensated. Training time will be paid if CCS, or the employee's program, requires the training.

Should you have any questions about individual training, please consult your supervisor or Human Resources.

## EMPLOYEE ADVANCES/DRAWS

In rare situations, the Executive Director may approve a payroll advance.

## EMPLOYEE BENEFIT PROGRAMS

### BENEFIT PROGRAM DISCLAIMER

The statements in this section are general and simplified. Should there be any conflict, existing laws, regulations and policies applicable to a specific situation will take precedence. An employee who declines or waives any coverage or benefit will not receive substitute compensation.

CCS offers an open enrollment period annually for employees to make eligible changes to benefits (e.g., add or remove a beneficiary). Other changes in medical coverage can be made for qualifying events. Contact HR for more information.

Benefit information, as well as claim forms, can be obtained from Human Resources.

CCS reserves the right to change all employee benefits it offers, at any time, with or without notice. Nothing in this Handbook limits this right in any way.

### BENEFIT ELIGIBILITY

All employees who are regularly scheduled to work 30 or more hours per week (excluding Temporary employees) are "benefit-eligible employees."

### HEALTH INSURANCE

Please consult the Summary Plan Document available through Human Resources for coverage limitations.

**Medical:** Benefit-eligible employees pay a co-insurance premium payment through payroll deduction. This premium payment is subject to change. Dependent coverage is available at cost to the benefit-eligible employee. Eligibility for benefits begins the first of the month following one full month of employment.

**Dental and Vision:** CCS purchases dental and vision coverage for benefit-eligible employees. Dependent coverage is available at cost to the employee. Eligibility for these benefits begins on the first of the month following one full month of employment.

Employees may waive some or all coverage for themselves and/or their dependents.

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## LIFE INSURANCE

CCS provides life insurance for each benefit-eligible employee, regardless of a waiver of health benefits. Eligibility begins on the first of the month following one full month of employment.

## LONG-TERM DISABILITY

CCS provides a long-term disability benefit for benefit-eligible employees, regardless of a waiver of health benefits. Employees are eligible on the first of the month following one full month of employment with CCS.

## SUPPLEMENTAL INSURANCE

Supplemental health insurance is available to employees through payroll deduction. Contact Human Resources for additional and enrollment procedures information.

## EXTENSION OF BENEFITS

Employees and their qualified beneficiaries may continue health insurance coverage under CCS' health plan when a "qualifying event" would normally result in the loss of eligibility.

Some common qualifying events are:

- resignation;
- termination of employment;
- death of an employee;
- reduction in an employee's hours;
- leave of absence;
- divorce or legal separation;
- a dependent child who no longer meets eligibility requirements.

Qualifying events must be reported within 31 days after the event, or the change will not be allowed until the annual open enrollment period. The employee or beneficiary pays the full cost of extended benefits coverage based on CCS' group rates.

## PERSONAL LEAVE

All Full-Time and part-time employees (who are scheduled for 20 or more hours per week) accrue Personal Leave. Part-Time employees accrue leave at a pro-rated rate. Employees who are scheduled for 19 or less hours per week, temporary, On-Call, and Substitute employees do not accrue leave.

Personal Leave accrues from the first day of eligible employment. Employees may not take Personal Leave during the first 30 days of employment unless previous arrangements have been made. Accrual rates are listed in the CCS Personal Leave Policy.

Personal Leave continues to accrue while an employee is on Personal Leave. Personal Leave does not accrue during leave without pay. If there is a break in service of over 6 months, an employee's leave accrual rate changes to the beginning rate; the Executive Director may make exceptions. An employee who moves to Temporary, On-Call, or

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Substitute status becomes ineligible for Personal Leave accrual, and all accrued and unused Personal Leave will be paid out in the next payroll cycle.

## HOLIDAYS

Part-Time and Full-Time employees, other than unionized Care-A-Van employees, receive pay for 12 holidays each calendar year. These holidays are:

- New Year's Day (first of January)
- Martin Luther King Day (third Monday of January)
- President's Day (third Monday in February)
- Seward's Day (last Monday in March)
- Memorial Day (last Monday in May)
- Independence Day (4th of July)
- Labor Day (first Monday in September)
- Alaska Day (October 18)
- Veteran's Day (November 11)
- Thanksgiving Day (fourth Thursday in November)
- Christmas Eve (December 24)
- Christmas (December 25)

If a holiday falls on a Saturday, the preceding Friday will be the observed holiday. If a holiday falls on a Sunday, the following Monday will be the observed holiday. When a holiday falls on a Sunday and the following Monday is also an observed holiday (i.e. Christmas Eve, Christmas Day), the preceding Friday will be the observed Sunday holiday closure.

Juneau Care-A-Van employees, under their labor agreement, have the following paid holidays:

- New Year's Day (first of January)
- Memorial Day (last Monday in May)
- Independence Day (4<sup>th</sup> of July)
- Labor Day (first Monday in September)
- Thanksgiving Day (fourth Thursday in November)
- Christmas Day (25<sup>th</sup> day of December)

Non-union Care-A-Van employees follow the general CCS Holiday schedule.

If an employee works on a holiday, and his or her supervisor provides advance approval, the employee may take an alternate day as a holiday within the same month. The pre-approved written request must be attached to the employee's timesheet when processed.

## HOLIDAY COMPENSATION

Part-Time, Full-Time, and Temporary employees are eligible for holiday pay if they work or are on paid personal leave their scheduled day before and their scheduled day after the holiday.

Employees who are required to work on a holiday will be paid at their regular rate for hours worked plus holiday pay. Employees on unpaid leave will not receive holiday pay.



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Holiday pay is calculated by dividing an employee's regularly scheduled weekly work hours by 5 (e.g., for an employee regularly scheduled for 20 hours per week, holiday pay is calculated as  $20/5 = 4$  hours' holiday pay).

## WORKERS' COMPENSATION

Workers' Compensation Insurance is provided to offset the cost of work-related injuries or illness. All employees, regardless of employment category, are covered at no cost to the employee. All injuries and illness, no matter how slight, if sustained on the job, must be reported to the employee's supervisor or Human Resources (if supervisor is not available) as soon as possible after the injury or illness occurs. The employee must fill out the Report of Occupational Injury or Illness Form within 24 hours of the injury or illness, or within a reasonable amount of time. The employee's supervisor must forward the Report to Human Resources within 3 working days.

An employee who requires treatment must seek and obtain the necessary treatment. If any work days are to be missed, the immediate supervisor is to be notified. Long-term injuries will be considered for payment as determined by the industrial insurance carrier beginning the fourth consecutive day of absence. Employees must provide a signed document from their medical provider authorizing return to work, including any restrictions, and must cooperate with the Workers' Compensation carrier.

## PERSONAL LEAVE/WORKERS' COMPENSATION OVERLAP

If an employee is injured or made ill on the job, Worker's Compensation Insurance may begin paying the employee after three full days of absence from work. During that three-day period, the employee must use Personal Leave to receive his or her full pay. An employee who has no unused Personal Leave, or elects not to use it, will be granted unpaid leave for this three-day period. CCS pays the employee for the entire shift scheduled on the day of the injury, no matter when the injury takes place. (For example, an employee is scheduled to work from noon until 4 p.m. He or she is injured at 1:30 p.m., and misses the rest of the shift while at the doctor's office. Total hours paid for that date are from noon until 4 p.m.)

## 403(B) THRIFT SAVINGS PLAN

All CCS employees (excluding Temporary employees hired for less than 30 days) are eligible to participate in the 403(b) thrift savings plan by making voluntary contributions through a payroll deduction.

To be eligible for the CCS base and matching contributions, an employee must be at least 19 years of age, have one year of service (and at least 1,000 hours worked during the first 12 months of employment), or meet previous non-profit work experience requirements. If the employee does not work 1,000 hours in that first year, eligibility is reached the year in which he or she does work 1,000 hours. An employee is 100% vested after five years. See Summary Plan Document for details.

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## JURY DUTY

Full-Time and Part-Time employees who are called for jury duty and are required to serve will be paid their regular wages for time spent on jury duty. Employees must sign over any earnings from the court to CCS.

## TIME OFF TO VOTE

CCS encourages employees to fulfill their civic responsibilities by participating in elections. Generally, employees can find time to vote either before or after their regular work schedule. If employees are unable to vote in an election during nonworking hours, CCS will grant up to a half hour of paid time off to vote.

Employees should request time off to vote from their supervisor at least two working days before Election Day. Advance notice is required so that the necessary time off can be scheduled at the beginning or end of the work shift, whichever provides the least disruption to the normal work schedule.

## WORK CONDITIONS

### SAFETY

Safety depends primarily upon the actions or inactions of employees. An employee who observes conditions that appear unsafe must inform a supervisor immediately. Employees are expected to use caution and comply with all state and federal safety laws.

All on-the-job injuries and illnesses must be reported to an immediate supervisor no matter how minor they may seem (see the Workers' Compensation section).

### PREVENTING WORKPLACE VIOLENCE

CCS is committed to preventing workplace violence and to maintaining a safe work environment. CCS has a policy of "zero tolerance for violence" in the work environment.

All employees of whatever category, as well as volunteers and clients of CCS, must be treated with courtesy and respect at all times.

CCS will not tolerate any unnecessary talk of violence or joking about violence. Firearms and other dangerous or hazardous devices or substances, including but not limited to knives, explosives, and all other potential weapons, are prohibited from any CCS worksite, including employee vehicles in CCS parking areas. In addition, when conducting CCS business away from a CCS worksite, no employee may carry or transport any weapon. Further, no employee may carry a concealed weapon on CCS property or on CCS business, even if the employee has a valid permit to carry a concealed weapon.

Conduct that threatens, intimidates, or coerces another employee, volunteer, client, or member of the public will not be tolerated. This prohibition includes all acts of harassment, including but not limited to harassment based on race, color, religion, gender, sexual

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orientation, national origin, age, disability, marital status, or status as a covered veteran or any characteristic protected by federal, state, or local law.

Employees must immediately report, with specificity, all threats of (or actual) violence, both direct and indirect, to the immediate supervisor or any other member of management. Reportable threats include those by employees, by clients, by volunteers, by vendors, by solicitors, and by other members of the public.

CCS will promptly and thoroughly investigate all reports of threats of (or actual) violence and of suspicious individuals or activities. The identity of the reporter will be protected as much as is practical.

Anyone found to be responsible for threats of (or actual) violence may be subject to criminal prosecution.

CCS encourages employees to attempt, first, to resolve inter-employee disputes with their colleagues. Failing that approach, employees may bring disputes or differences with other employees to the attention of their supervisor or Human Resources. CCS is eager to assist in the resolution of employee disputes, and will not discipline employees merely for raising such concerns.

## SMOKING

Smoking – to include cigarettes, cigars, pipes, and E-cigarettes, as well as chewing tobacco – is not allowed in CCS facilities or worksites. Staff may not have such products visible and are to avoid the scent of tobacco products and E-cigarettes on their person. CCS complies with local code provisions regarding permitted smoking areas in CCS worksites.

## GRIEVANCE PROCEDURE

CCS provides a process for fair resolution of employee problems and misunderstandings. In the event of a grievance, an employee can follow the detailed steps outlined in the CCS Grievance Policy. In no event will access to the CCS Grievance Policy affect an employee's at-will status.

## OPEN-DOOR PRACTICE

CCS welcomes comments and questions from employees. If, at any time, you wish to raise a concern or idea for improvement with a Program Director or other member of management, please feel free to do so.

## REASONABLE ACCOMMODATION

CCS does not discriminate against a qualified individual with a disability in job application procedures, hiring, advancement, discharge, Workers' Compensation, training, or other terms, conditions, and privileges of employment. CCS provides reasonable accommodations to protect the rights of individuals with disabilities, in all aspects of employment.

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An employee or applicant who believes a reasonable accommodation may be needed in order to attain full access to an aspect of employment should raise the matter with Human Resources, which will proceed in keeping with state and federal law.

## LEAVE OF ABSENCE

### PERSONAL LEAVE

Full-Time and Part-Time employees (that are scheduled for 20 or more hours) accrue personal leave, which may be used for vacation, sick leave, and personal time off. Employees who are scheduled for less than 20 hours, temporary, On-Call, and Substitute employees do not accrue Personal Leave (see revised Leave Policy effective 7-1-2017).

### PERSONAL LEAVE USAGE

Personal Leave may be used when an employee does not work his or her regularly scheduled hours, with the exception of time off after an accident or injury before Workers' Compensation pay begins, or military leave. Personal Leave may be charged in 15 minute increments; provided, however, that overtime-exempt employees will not account for personal leave of less than a half day. Except in cases of illness, injury, or emergency, the prior written approval of the employee's supervisor is required for Personal Leave usage.

Employees must provide as much notice as possible by submitting the CCS Leave Request Form to their supervisor for approval.

Personal Leave may be used for vacation, to take care of personal business, medical and dental appointments, etc. Absences of more than 3 consecutive days **may** require verification of medical care.

If an employee uses Personal Leave for less than one day, the total number of hours reported for the day may not exceed an employee's regularly scheduled daily hours.

No employee may carry a negative Personal Leave balance.

**Personal Leave Carry-Over:** Personal Leave may be carried over from one calendar year to the next according to the CCS Leave Policy (revised 7/1/2017). Excess Personal Leave will be paid out in January of the year following accrual in accordance with the CCS Leave Policy (revised 7/1/2017).

Effective as of July 1, 2017, Catholic Community Service is changing its Personal Leave Policy. Certain aspects of this change will occur immediately while other changes will be implemented over a transition period that will begin July 1, 2017 and will end on December 31, 2019 (the "Transition Period"). The revised Personal Leave Policy is available on the employee shared drive and from your direct supervisor or Human Resources.

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**Personal Leave Pay-Out:** When an employee separates from CCS, accrued and unused Personal Leave will be paid out. An employee who moves to temporary, on-call, substitute status or his/her scheduled hours drop below 20 hours per week, becomes ineligible for personal leave accrual, and all accrued personal leave will be paid out in the next payroll cycle. (See Personal Leave Policy)

## LEAVE DONATIONS

Personal Leave may be donated to another employee in emergency situations. A donation form must be signed by the employee donating leave. The person receiving donated leave must have exhausted all accrued Personal Leave before becoming eligible for donated leave. Should donated Personal Leave not be needed, it will be returned to the donor. Requests for leave donations must be submitted through Human Resources.

## FAMILY MEDICAL LEAVE

An employee may request up to twelve weeks of unpaid leave under the Family Medical Leave Act (FMLA) for a serious health condition of the employee or close family member, birth of a child, or adoption or placement of a child in the employee's home. An employee may also take FMLA leave if his or her spouse, child or parent has been notified of an impending call or order to active military duty or is already on active duty, or to provide care to an injured or ill service member. The employee must have been employed with CCS for at least 12 months and have worked 1,250 hours to be eligible. The employee must request FMLA leave through Human Resources, which will assist the employee with documenting the need for leave.

Upon the receipt of an acceptable signed certification, the employee will receive a written notice that he or she is being placed on FMLA leave. Employees returning from FMLA leave taken to address their own medical needs may return to work only upon providing a physician's verification of their fitness to return to work upon request, with the exception of leave for birth or adoption.

Every reasonable effort will be made to return an eligible employee to the previous position or a comparable one following FMLA leave. The employee will be treated as though continuously employed for purposes of determining benefits based on length of service, such as the rate of personal leave accrual.

Employees must use all Personal Leave concurrently with Family Medical Leave. Personal Leave will not be accrued during any unpaid portion of the leave and will resume upon return to active employment.

An employee who fails to report to work promptly at the end of the leave is considered to have resigned.

CCS shall maintain coverage under any group health plan for the duration of such leave at the same level and under the same conditions that coverage would have been provided if the employee had continued in employment for the duration of such leave. An employee on unpaid FMLA leave will be responsible for paying his or her share of the group health plan premium.

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## BEREAVEMENT LEAVE

To address a death in the immediate family, Part-Time and Full-Time employees who have been employed at CCS for at least one year will be given up to 5 days' leave with pay per year. Immediate family includes spouse, child, parent, grandparent, grandchild, brother, sister, father-in-law, mother-in-law, son-in-law, daughter-in-law, step relationships, and another person in the immediate household. Leave will be granted for the purpose of attending services or for making arrangements. Leave may be granted for the death of other individuals based on approval of the Executive Director. Additional time off may be taken as Personal Leave.

## ADMINISTRATIVE LEAVE

Administrative Leave may be authorized by Human Resources, the Executive Director, or their designees, in situations when it is in the best interest of the employee and the organization to remove the employee from the workplace in order to investigate grievances, disciplinary problems, or other employment-related matters. Administrative Leave may be paid or unpaid, as directed by the Executive Director and/or Human Resources.

## LEAVE WITHOUT PAY (LWOP)

Regular employees may be eligible for leave without pay (LWOP). CCS, in its sole discretion, may provide a leave of absence without pay to an eligible employee who wishes to take time off from work duties to fulfill personal obligations that do not qualify for Family and Medical Leave Act leave, and who has used all accrued Personal Leave. LWOP may be granted for a period to be determined at management's discretion. Requests for LWOP will be evaluated based on a number of factors, including anticipated workloads and staffing considerations during the proposed period of absence. Approval from the supervisor and Executive Director is required.

An eligible employee who becomes aware of a need for LWOP should request leave from their supervisor via a CCS Leave Request Form. Subject to the terms, conditions, and limitations of the applicable plans, CCS will provide health insurance until the end of the first month of approved LWOP, after which the employee will become responsible for the full costs of these benefits if wanted. Additionally, an employee on LWOP is responsible, during the LWOP, for paying supplemental insurance, garnishments and child support.

Benefit accruals, such as Personal Leave, will be suspended during LWOP and will resume upon return to active employment.

When a leave without pay ends, CCS will make every reasonable effort to return the employee to the same position, if it is available, or to a similar position for which the employee is qualified. Except when legally required, CCS cannot guarantee reinstatement. An employee who fails to report to work promptly at the end of the leave is considered to have resigned.

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## MILITARY LEAVE

CCS recognizes its responsibility to support the armed forces and military reserve services and training. An employee who enters active duty will be granted unpaid military leave, and will be re-employed in keeping with state and federal law.

## EMPLOYEE CONDUCT

### CODE OF ETHICS

CCS employees must sign and read the CCS Code of Ethics upon hire. Each employee is expected to be familiar with and to strictly adhere to the CCS Code of Ethics.

### CONFLICT OF INTEREST

Employees must refrain from activities that have or give the appearance of conflicts of interest. An employee must declare all potential conflicts at the time of hire and thereafter as soon as the employee is aware of such potential conflict.

An employee must never solicit gratuities, favors, or anything of monetary value from contractors or vendors. Employees may accept unsolicited gifts from vendors and/or clients not exceeding a value of \$50 per calendar year.

### DRUG AND ALCOHOL USE POLICY

Employees must report to work in appropriate mental and physical condition to perform their jobs in a satisfactory and safe manner.

No employee may be under the influence of any non-prescribed medication or illegal drug, alcohol or marijuana while in the workplace, while on duty, or while operating a vehicle or equipment. While on CCS premises and while conducting business related activities off CCS premises, no employee may use, possess, distribute, sell, manufacture or be under the influence of alcohol, marijuana, or any non-prescribed medication or illegal drug.

The legal use of prescribed drugs is permitted on the job only if it does not impair an employee's ability to perform the essential functions of the job effectively and in a safe manner. All employees should report to their supervisor if they are taking prescription or over-the-counter medication that may impair work performance due to side effects. Job modifications may be required until the employee is no longer taking the medication.

Employees with questions on this issue or issues related to drug or alcohol use in the workplace should raise their concerns with their supervisor or Human Resources without fear of reprisal.

An employee who self-identifies and is confirmed by an assessment to have a substance abuse problem before testing is requested may be placed on leave (subject to CCS Leave Policy and covered by FMLA, if eligible) while treatment is sought. Once a treatment program has been successfully completed, the employee may return to work with a written release by the program or a medical doctor and drug screening results.

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## DRUG TESTING

All employees are subject to drug testing. CCS will test for alcohol and may test for one or more of the following controlled substances:

- THC (Marijuana)
- Cocaine Metab.
- Opiates
- PCP (Phencyclidine)
- Amphetamines
- Methamphetamines

Test results at or above confirmation levels will be considered a positive test.

**Pre-Employment Testing:** All prospective drivers/dispatchers in Juneau, Sitka, and Ketchikan (Paratransit Services) and any employee (driver/dispatcher) whose job duties include transporting clients, in agency or personal vehicles will be required to pass a drug test before beginning employment with CCS.

**Random Testing:** Per Department of Transportation requirements, random drug testing of drivers and dispatchers is conducted in Juneau, Sitka, and Ketchikan. Random drug and alcohol testing may be required for employees (drivers/dispatchers) whose job duties include transporting clients in agency or personal vehicles.

**Post-Accident Testing:** Employees CCS reasonably believes may have contributed to an accident in the workplace or during work time may be required to undergo drug and/or alcohol impairment testing. Such a test will be conducted as soon as practicable after the accident. CCS will make reasonable attempts to obtain a drug and alcohol test from an employee after an accident, as defined below, but any injury should be treated first.

An accident may involve any of the following: (1) loss of human life; (2) issuance of a moving traffic citation under state or local law; (3) medical treatment; or (4) significant property damage.

Employees are expected to cooperate fully with all drug testing.

**Reasonable Suspicion Testing:** An employee CCS reasonably suspects may be affected by the use of drugs or alcohol, which may adversely affect job performance, safety or the work environment, may be required to submit to a drug and/or alcohol test.

Reasonable suspicion testing is done to identify drug- and alcohol-affected employees who may pose a danger to themselves or others on the job.

Trained supervisors will make the decision whether there is reasonable suspicion to believe an employee is impaired by, or under the influence of, a drug or alcohol while on duty in violation of this procedure.

The decision to test must be based on a reasonable suspicion or belief that the employee is under the influence of an unauthorized drug or alcohol. Reasonable suspicion is a belief



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based on contemporaneous observations concerning the employee's appearance, behavior, speech or body odors, or other reliable evidence or information that the employee is under the influence of or impaired by drugs or alcohol. For example, any of the following, either alone or in combination, may constitute reasonable suspicion:

- Slurred speech;
- Irregular or unusual speech patterns;
- Impaired judgment;
- Alcohol odor on breath;
- Uncoordinated walking or movement;
- Unusual or irregular behavior such as inattentiveness, listlessness, hyperactivity;
- Hostility or aggressiveness;
- Possession of drugs or alcohol;
- Observation of drug or alcohol use prior to reporting to work or during work hours.

Reasonable suspicion determinations will be made by supervisory personnel who have received training concerning the signs and symptoms of drug and alcohol use.

The observing supervisor shall document the events and record the behavioral signs and symptoms that support the reasonable suspicion. If possible, a second supervisor should also observe the employee to verify that there is a reasonable basis to believe that a drug or alcohol violation has occurred.

The observing supervisor shall immediately notify the Program Director or Human Resources if reasonable suspicion is found to exist. Upon review, the Program Director or Human Resources will direct or authorize that the employee in question immediately submit to a drug and/or alcohol test.

When a determination is made that reasonable suspicion exists that an employee is under the influence of drugs or alcohol in violation of this policy, the employee shall be immediately relieved of his or her duties and placed on unpaid administrative leave, pending results of a drug test. Should the results be negative, the employee will be paid for any scheduled work time that was missed. Transportation to the drug testing site will be arranged.

If non-supervisory employees have reason to believe that a supervisor subject to this policy is under the influence of drugs or alcohol at work in violation of this policy, then they shall report such potential violation to Human Resources or the Executive Director, who will thereafter take appropriate action. A good-faith report will not subject any employee to reprisal.

**Post-Rehabilitation Testing:** CCS will conduct unannounced drug tests for any employee returning to work post-treatment.

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## SEXUAL AND OTHER FORMS OF UNLAWFUL HARASSMENT

CCS intends to provide a working environment free of harassment based on race, color, religion, gender, sexual orientation, national origin, age, disability, marital status, or status as a covered veteran, in accordance with applicable federal and state and local laws.

Harassment is conduct relating to a person's race, color, religion, gender, sexual orientation, national origin, age, disability, marital status, or status as a covered veteran, which has the purpose or effect of:

- Creating an intimidating, hostile or offensive work environment;
- Unreasonably interfering with an individual's work performance; or
- Adversely affecting an individual's employment opportunities.

Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct constitutes sexual harassment when: (1) submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment; (2) submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual; or (3) such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive work environment.

While many types of harassment in the workplace are obvious, supervisors and managers should be alert to more subtle forms of harassment that have a negative impact on the work environment. Employees who observe or are subject to harassment are expected to bring that harassment to the attention of a supervisor or Human Resources.

## SEXUAL MISCONDUCT

Any time employees or volunteers use the influence of their role to pressure or coerce employees, non-employees, or clients to engage in sexual activity, they involve themselves in irresponsible and unethical acts that take advantage of vulnerable persons and reflect ill on CCS. This can also include verbal suggestions for sexual favors or activity.

Every employee or volunteer must report every incident of sexual misconduct promptly to their supervisor. If the supervisor is unavailable or the employee or volunteer believes it would be inappropriate to contact that person, the employee or volunteer should immediately contact Human Resources or the Executive Director.

Employees and volunteers can raise concerns and make reports without fear of reprisal. Any supervisor or manager who becomes aware of possible sexual misconduct must promptly advise Human Resources or the Executive Director, who will handle the matter in a timely and confidential manner.

## REPORTING COMPLAINTS

All agency supervisors are responsible for the prompt identification and resolution of problems of harassment or discrimination. The agency and its supervisors may be held strictly accountable for their own conduct, but also for the conduct of their subordinates.

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Any employee who believes he or she is being discriminated against or harassed based on any grounds stated above, or for any other reason, must report it immediately to his or her direct supervisor or to the Human Resource department. Employees can raise concerns and make reports without fear of reprisal. CCS will investigate the complaint, take appropriate corrective action when it is determined that harassment has occurred, make a written determination of its conclusion and when appropriate, prepare a plan of action to correct the problem and prevent reoccurrence. CCS will make every effort to protect the confidentiality of harassment complaints to the extent possible. CCS shall inform the complaining employee of its determination after investigation.

All contractors and volunteers must be informed of the agency's policy against harassment, and will be held accountable for any improper actions.

## NON-RETALIATION

Under no circumstances will an employee be penalized for reporting what the employee believes in good faith to be harassment under this policy.

## OFFICE EQUIPMENT USAGE

### GENERAL

Computers, computer equipment, e-mail, Internet, software, phone, facsimiles, and copiers are property of CCS, and are intended to be used for business, in a manner consistent with the agency's standards.

Employees are expected to exercise good judgment and restraint in their personal use, especially of the Internet. Supervisors may, with authorization, prohibit any or all personal use of agency property.

CCS strives to maintain a workplace free of harassment and to be sensitive to the diversity of its employees. Therefore, CCS prohibits the use of computers and the e-mail system, the Internet, copiers, phones and facsimiles in ways that are disruptive, offensive to others, or harmful to morale.

### COMPUTER AND E-MAIL USAGE

Computers, computer files, the e-mail system, and software furnished to employees are CCS' property and are intended for business use only. Employees have no right of privacy in any computer or in any information stored on a computer provided by CCS. All computer equipment and software is provided for the sole purpose of accomplishing CCS' business. CCS has the right and authority to full and complete access to its own equipment and premises, including information stored on a computer work station or network that it supplies, and may take actions to monitor use of the equipment when deemed necessary to the efficient management and operation of CCS. Employees should not use a computer or a password, access a file, or retrieve any stored communication without authorization. To ensure compliance with this policy, computer and e-mail usage may be monitored at any time and e-mail and all other electronic data are subject to search at any time.

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The following behaviors are examples of previously stated or additional actions and activities that are prohibited:

- Sending or posting discriminatory, harassing, or threatening messages or images;
- Using CCS' time and resources for personal gain;
- Sharing passwords with another employee without authorization;
- Copying, or downloading software and electronic files without permission;
- Sending or posting confidential material, trade secrets, or proprietary information outside of CCS;
- Violating copyright law;
- Engaging in unauthorized transactions that may incur a cost to CCS or initiate unwanted Internet services and transmissions;
- Sending or posting messages or material that could damage CCS' image or reputation;
- Participating in the viewing or exchange of pornography or obscene materials;
- Sending or posting messages that defame or slander other individuals;
- Sending or posting chain letters, solicitations, or advertisements not related to business purposes or activities;
- Using the Internet for political causes or activities, religious activities, or gambling;
- Sending or posting messages that disparage another organization's products or services;
- Passing off personal views as representing those of the organization;
- Sending anonymous e-mail messages; or
- Engaging in any other illegal activities.

Employees should notify their immediate supervisor or Human Resources upon learning of violations of this practice.

## INTERNET USAGE

The following guidelines have been established to help ensure responsible and productive Internet usage:

All Internet data that is composed, transmitted, or received via CCS computer communications systems is considered to be part of the official records of CCS and, as such, is subject to disclosure to law enforcement or other third parties. Consequently, employees should always ensure that the business information contained in e-mail messages and other transmissions is accurate, appropriate, ethical, and lawful.

The equipment, services, and technology provided to access the Internet remain at all times the property of CCS. As such, CCS reserves the right to monitor Internet traffic, and to retrieve and to read any data composed, sent, or received through our online connections and stored in our computer systems. Employees are allowed minimal personal use of the Internet. However, there is no expectation of privacy.

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## SOCIAL MEDIA

Social media used by CCS for business related purposes is subject to restrictions set forth in the CCS Social Media Policy to assure compliance with legal and regulatory restrictions and privacy and confidentiality agreements. An employee's online presence should not affect CCS negatively when words, images, posts, and comments are reflective of, or attributed to CCS.

## PHONE USAGE

Phones are the property of CCS and there should be no expectation of privacy with the use of phones. Long distance personal phone calls charged to the agency are not allowed.

## FACSIMILES/COPIERS

Facsimiles/copiers are provided by CCS to assist employees in work-related data activities. Employees should have no expectation of privacy with faxes, facsimile use, copies, or copier use. Material that is faxed/copied must not contain content that could be considered discriminatory, offensive, obscene, threatening, harassing, intimidating, or disruptive to any employee or other person. Examples of unacceptable content may include, but are not limited to, sexual comments or images, racial slurs, gender-specific comments, or any other comments or images that could reasonably offend someone on the basis of race, color, religion, gender, sexual orientation, national origin, age, disability, marital status, or status as a covered veteran or any other characteristic protected by law.

## RESPONSIBILITIES TO CLIENTS

### MANDATORY REPORTING

The agency uses reasonable care to protect program participants from harm to self or others. Program supervisors will provide guidance regarding reporting procedures.

### CONFIDENTIALITY OF CLIENT INFORMATION

CCS and its programs adhere to the highest ethical standards in maintaining confidentiality of client information, including client information entered in databases. CCS programs require clients to sign a Release of Information Form and employees to sign a Confidentiality Agreement.

### CLIENT RELEASE OF INFORMATION

It is the practice of the agency and its representatives that when an individual or family becomes a client of a program, information about the client must be kept confidential and not be shared outside the agency without a written and signed Release of Information by the client or guardian, or a subpoena from the court. Programs within CCS may share information internally without a release among each other. CCS authorized release forms must be signed by the client for each outside agency to which the information is to be released.

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Client information subpoenaed by authorized representatives of law enforcement (e.g., local police departments, Alaska State Troopers, Office of Children's Services, and the FBI) may be released without a release from the client.

## STATEMENT OF CONFIDENTIALITY

The agency places confidence in the professional and ethical integrity of each employee and volunteer to ensure the rights and privacy of each client are maintained.

All CCS employees are required to sign a Confidentiality Agreement upon hire. All staff must protect the confidentiality of all information obtained in the course of professional service, except for compelling professional reasons, such as to prevent serious, foreseeable, and imminent harm to a client or other identifiable person or when laws or regulations require disclosure without a client's consent.

Staff understands that the client's privacy may be protected by federal, state, and local regulations, and that maintaining the confidentiality of every client is essential for the protection of both staff members and clients.

CCS is a covered entity under the Health Insurance Portability and Accountability Act (HIPAA) and complies with all federal regulations and required training.

## PROFESSIONAL BOUNDARIES

All employees are expected to treat all clients with dignity and respect.

Employees are encouraged to establish rapport with clients consistent with a professional client-employee relationship. Employees are responsible to know and adhere to the code of ethics for their individual profession in relation to appropriate professional boundaries.

## PERSONNEL RECORDS AND PRIVACY

### GENERAL

CCS maintains accurate and complete personnel files and other personnel information on all employees. The personnel file contains the complete history of employment. Information contained within the personnel file and files of other personnel information includes, but is not limited to, application for employment, position assignments, job descriptions, job performance evaluations, certifications, and employee benefit enrollment forms. All health-related information (Workers' Compensation, FMLA, etc) will be kept in separate files to maintain confidentiality. In addition, a separate compensation file is maintained. Personnel files are considered confidential files and are the property of CCS.

### EMPLOYEE FILE REVIEW

Both current and former employees have the right to review their personnel file and other personnel information. A written request to review the file(s) must be made to the Human Resource Department, which will accommodate the request in a reasonable period of time. Any review of the file(s) will be monitored. The file must remain in the Human Resource Department while the employee is reviewing it. After making a written request

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for copies of the personnel file and other personnel information, current and former employees will be provided with a copy of such records within a reasonable amount of time.

## ACCESS TO RECORDS

Access to the personnel file is restricted to the employee, Human Resource Department, the Executive Director, the employee's supervisor, and any government agency to the extent necessary to comply with the terms and conditions of grants and licensure. Supervisors' access is limited to their subordinates' personnel files and those of an employee who has applied for a position in his or her department/program. Access to the file of health-related information maintained for each employee will be strictly limited to the Human Resource Department and the Executive Director, except in the case of a bona fide necessity. For instance, health-related information may be released to an insurance company upon proper request. The Finance Department has access to, and maintains, a separate compensation file for each employee.

To ensure privacy, personnel files and other personnel information are considered strictly confidential. Unless a form authorizing release of job-related information has been signed by an employee or former employee, CCS will provide only the dates of employment, position title, and eligibility for re-hire in response to an inquiry by a bona fide organization. CCS will cooperate with government agencies as required for grants and licensure.

No personal information, such as address or telephone number, will be given to other employees or individuals not employed by CCS unless the employee has given written consent to the release of such information. Exceptions may apply in emergencies.

## PERSONNEL DATA CHANGES

Employees must report any address, phone number, or name change to Human Resources, using the Change Request form. Name changes must include supporting court documents.

## VOLUNTARY/INVOLUNTARY SEPARATION FROM EMPLOYMENT

### RESIGNATION

Resignation is a voluntary separation on the part of the employee.. CCS asks exempt employees to provide a written resignation at least one month before the effective date, and non-exempt employees to provide two weeks' written notice. Before the effective date of resignation, the employee should schedule an exit appointment with his or her supervisor or Human Resources.

### FINAL PAYCHECK

For voluntary separations, the final paycheck will be issued on the next regular payday. For involuntary separations, the employee will be paid within three working days.

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## EMPLOYEE REFERENCE CHECKS

Employers conducting reference checks on former CCS employees will be referred to the Human Resource Department. Employee data, other than dates of employment, position(s) held, and eligibility for rehire, will not be released without written authorization.

## RETURN OF PROPERTY

Employees are responsible for all CCS property, materials, or written information issued to them or in their possession or control, including keys, key cards, cellular phones, etc. Employees must return all CCS keys, business cards, documents, technology, and other property on or before their last day of work. Employees may be held responsible for damages resulting from non-official or non-approved purposes, improper use, and carelessness or neglect.

## EXIT INTERVIEWS

CCS employees who voluntarily separate from employment will be given the opportunity for an exit interview, either verbally or written, in order to disclose why the employee terminated employment.

## MISCELLANEOUS

### AUTO USAGE AND INSURANCE COVERAGE

Required coverage for those employees who drive their personal vehicles for work-related purposes is, at the minimum, \$100,000/\$300,000. Employees who transport clients in their personal vehicles in the course of work will be required to complete a Driver Information Sheet and maintain current proof of insurance with Human Resources. Employees under age 21 may not transport clients in their own or agency-owned vehicles. All CCS employees must complete a DMV Authorization Release form upon hire. The employee's driver license information will be provided to the agency's liability insurance company, which will request DMV records on employees. An employee who is not covered by the agency's liability policy may not drive in the course of his or her work for CCS.

Applicants for driving positions must submit an acceptable three-year driving history before hire.

CCS has a zero tolerance policy of cell phone usage while driving. This prohibition includes hands-free use and texting, as well as all other uses of a cell phone. Staff must be parked before taking or making a call or otherwise using a cell phone.

Staff shall report to the appropriate Division Program Director within 24 hours or one business day any incident that results in damage to a CCS vehicle and/or any staff vehicle while transporting an agency client. Further information on vehicle incidents may be found in the CCS Vehicle Incidents Policy.

### BULLETIN BOARD / WORK SPACE DECOR

Bulletin boards in common areas display important information regarding employment. Certain bulletin boards may be reserved for Human Resources and program-specific



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information. Employees must check with a supervisor before posting items on a bulletin board in a common area.

Employees are asked to be mindful of their workspace decor. Employees will be asked to remove materials that may be considered offensive or in bad taste.

## INCIDENTAL EXPENSES

CCS may reimburse expenses incurred with the prior approval of the supervisor and when submitted on an approved agency form (i.e., Travel Reimbursement or Check Request Form). Reimbursement shall be made only on the basis of written accounts and receipts detailing the nature of the expenses and amounts, submitted timely.

## MEDIA

Media inquiries must be directed to the Executive Director. Only the Executive Director and any other person designated by the Board of Directors may speak publicly for CCS.

## MILEAGE

Mileage reimbursement for driving a personal vehicle on CCS' behalf can be claimed at the approved rate. The appropriate reimbursement form and any supplemental documentation must be submitted to the Accounting Department.

## PARKING

Certain CCS locations require employees to park in designated parking areas and provide parking stickers to be placed in vehicles. A supervisor or Human Resources can provide information regarding participating locations and parking passes.

## SUBPOENAS

Subpoenas may be served on CCS or on a specific CCS program. Subpoenas served on the Agency or a Program must be referred to the Executive Director or the Director of Operations. Subpoenas served on a specific CCS employee are to be accepted only by that employee. CCS does not accept subpoenas for clients. Records requests (requests without a subpoena) will be reviewed and responded to individually.

*If you have any questions regarding the content of this handbook, please contact your supervisor and/or the Human Resource Department.*